



TRICARE Operations Center

TEMPLATE ANALYSIS TOOL

*Major Steve Hill
(703) 681-0064*

09/01/16

TOC Functions

- Eyes & Ears of HA/TMA/SGs - Anticipate Issues
 - Data Integration Allows Identification of Potential Causal Relationships
 - Early Warning System
- Rapid Development & Fielding: “Suite of Tools”
 - Real-Time Display for MTFs, LAs, MCSCs, Services, TMA, HA
 - Information Available to All Levels within MHS
- Key Operational Indicator Monitoring
 - Standardized System-wide Views
 - Monitor Trends
 - Anticipate Problems
 - Inform MHS “Operators”

What the TOC Does

- Anticipates Issues and Presents Data Real-Time
- Provides Decision Makers with Timely Data That Leads to Decisions
- Improves Data Quality thru:
 - Usefulness to MTF Commanders
 - Timeliness of Data Presentation
 - Drill-Down Capability
- Reduces Data Collection at Lower Levels (non-standardized, uneven quality)

TOC Appointment Capabilities

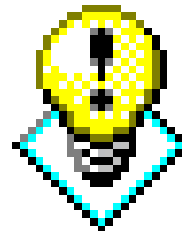
- Current
 - MTF Template Analysis Tool
- Future
 - CHCS-MCP Functionality
- Potential
 - ???

MTF Template Analysis Tool

- Source: CHCS Schedulable Entity File
- Frequency: Daily Updates
- Focus: Scheduled Workload
- Format: Snapshot , 1 Page per Clinic
- Availability:
 - Centralized Processing (No MTF Tasking)
 - WWW Reporting
 - **<http://www.tricare.osd.mil/tools>**

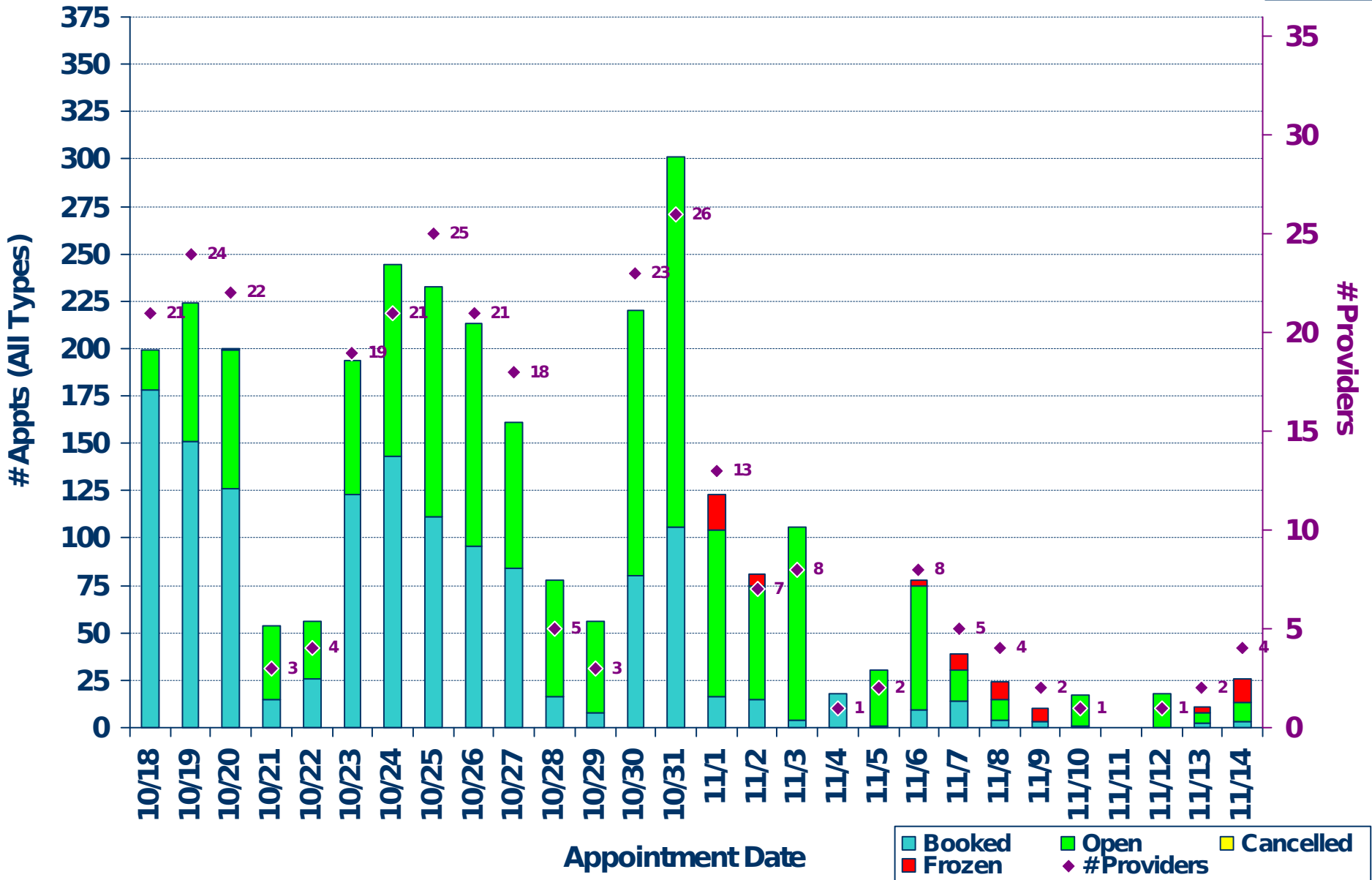
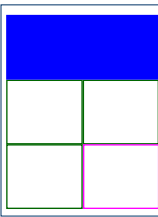
TAT Example

- Dewitt ACH Primary Care Clinic (BHAA)
- Areas of Focus
 - Access
 - Balance
 - Schedule Management



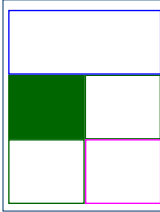
All Appointment Types

(Next 4 Weeks)

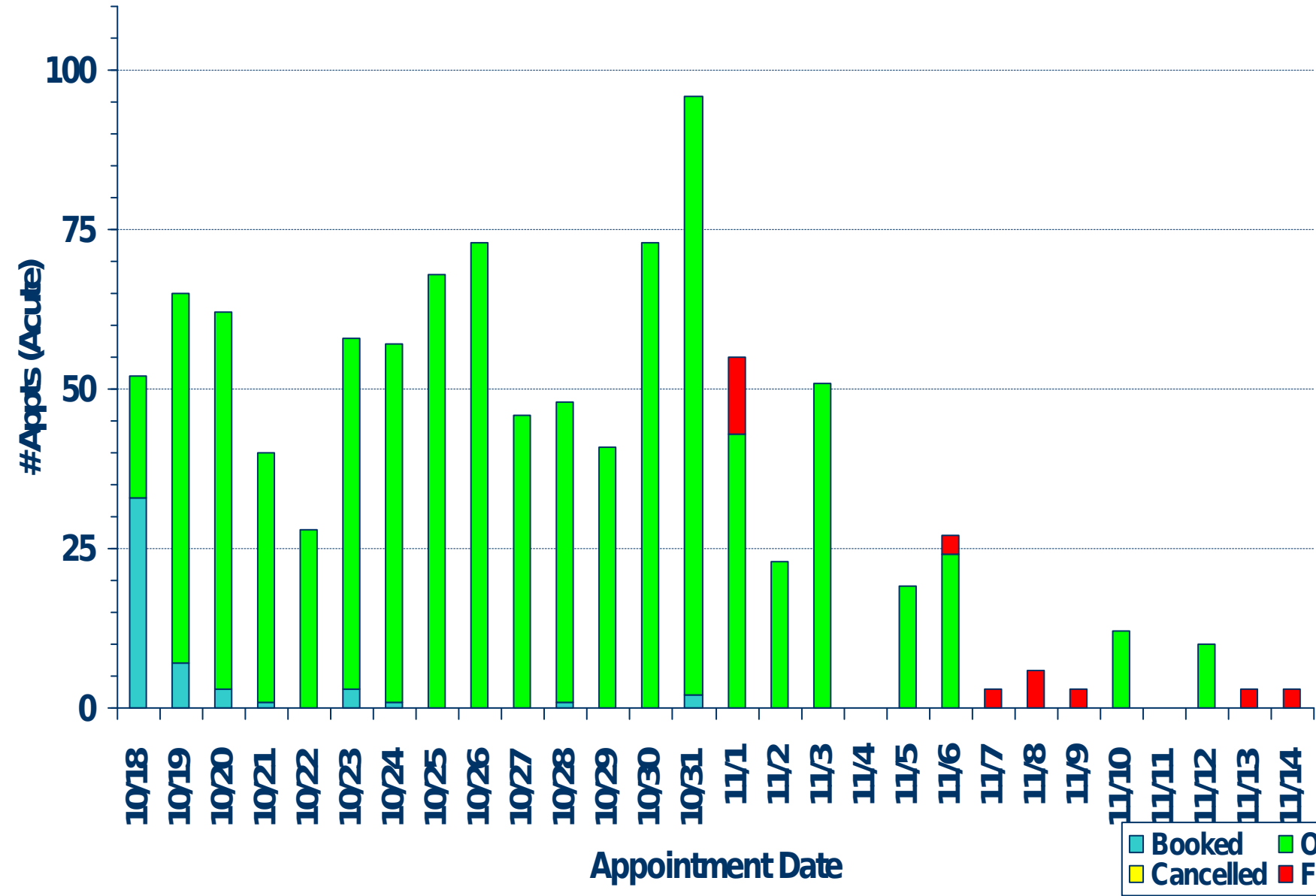


Acute Appointments

(Next 4 Weeks)

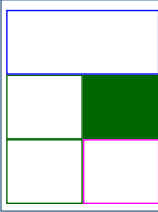


**Appt
Types**
SDA
ADSC



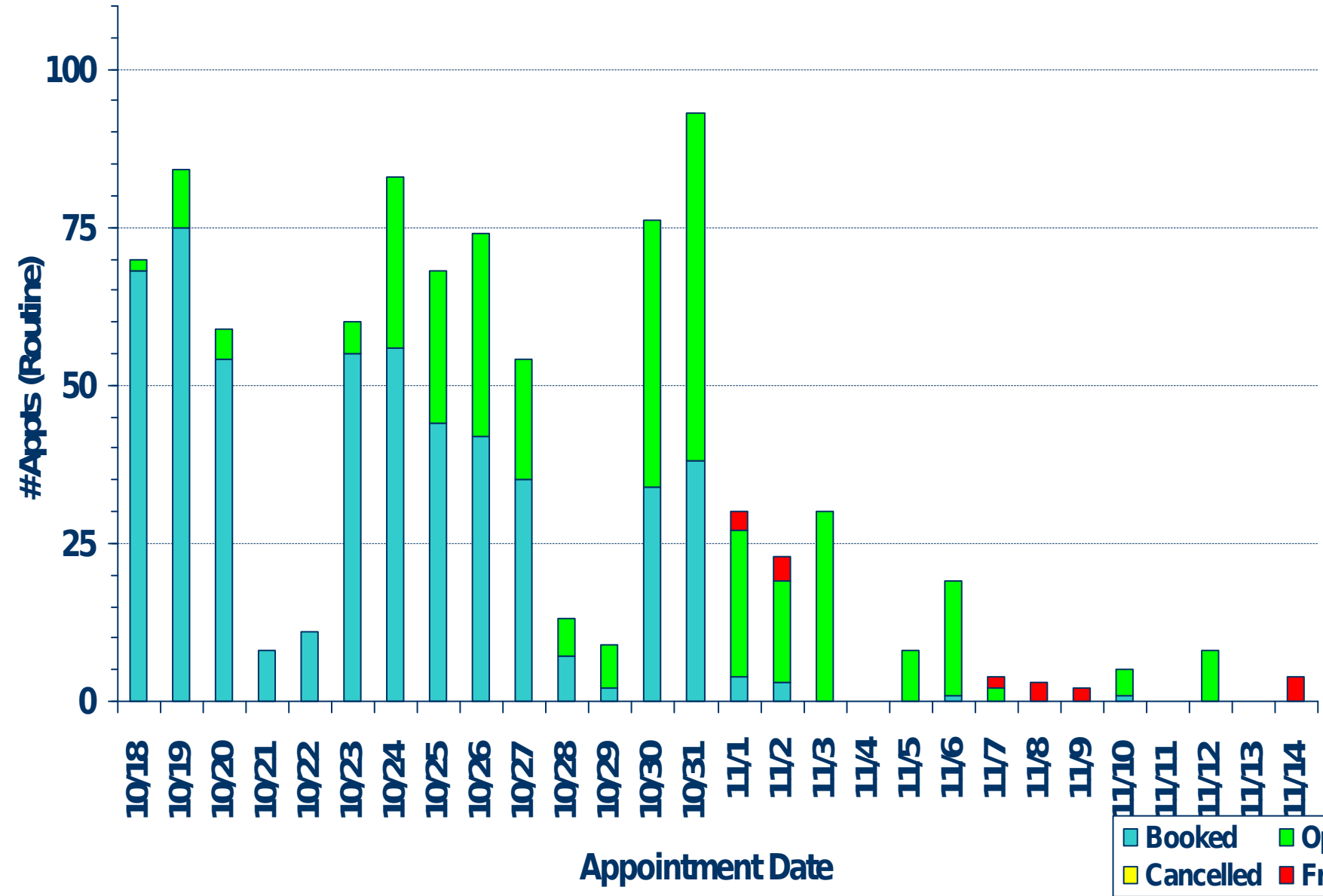
Routine Appointments

(Next 4 Weeks)



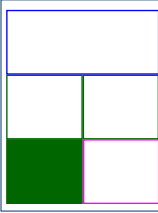
Appt Types

ROU
CON7
2
NEW
OB



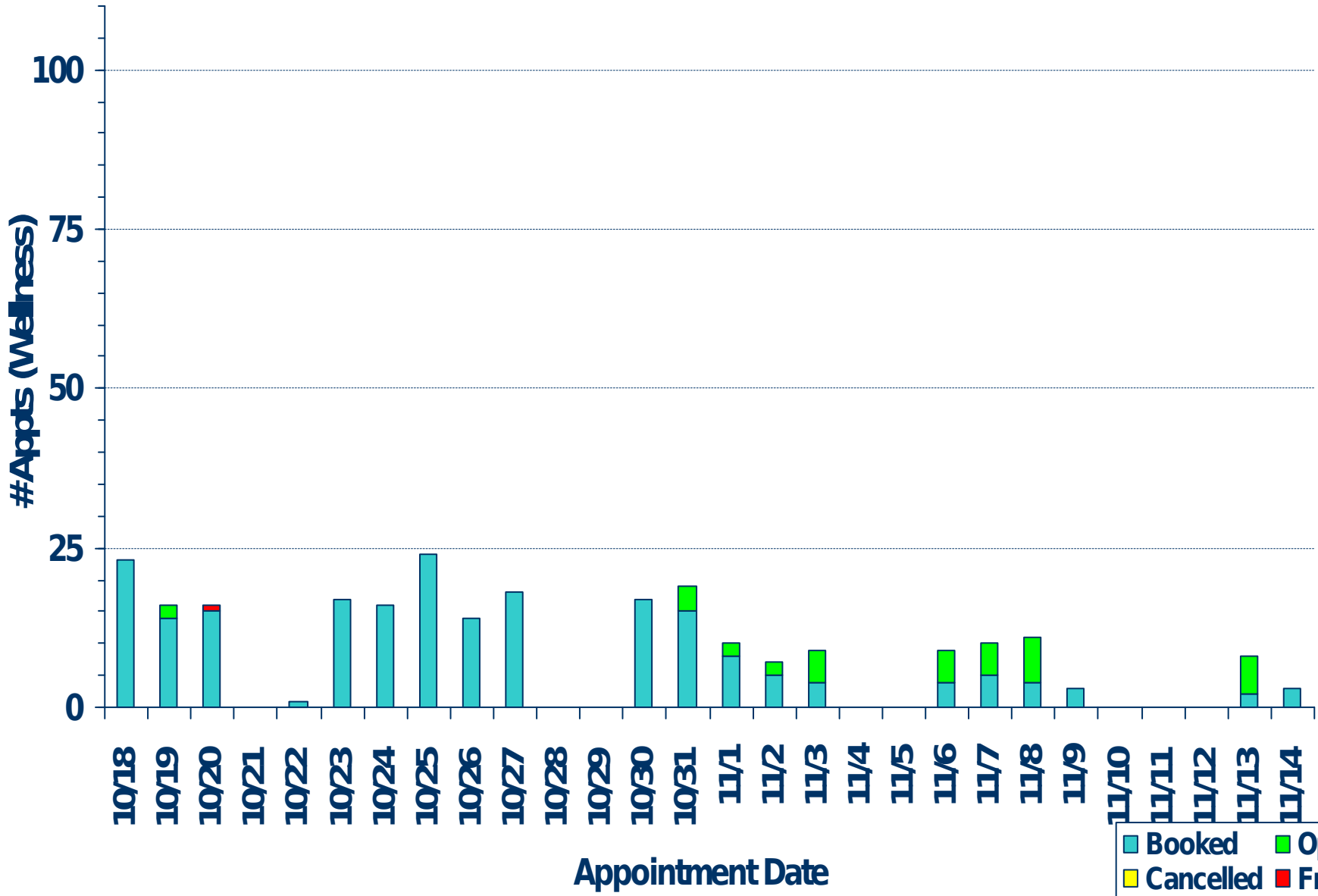
Wellness Appointments

(Next 4 Weeks)



**Appt
Types**

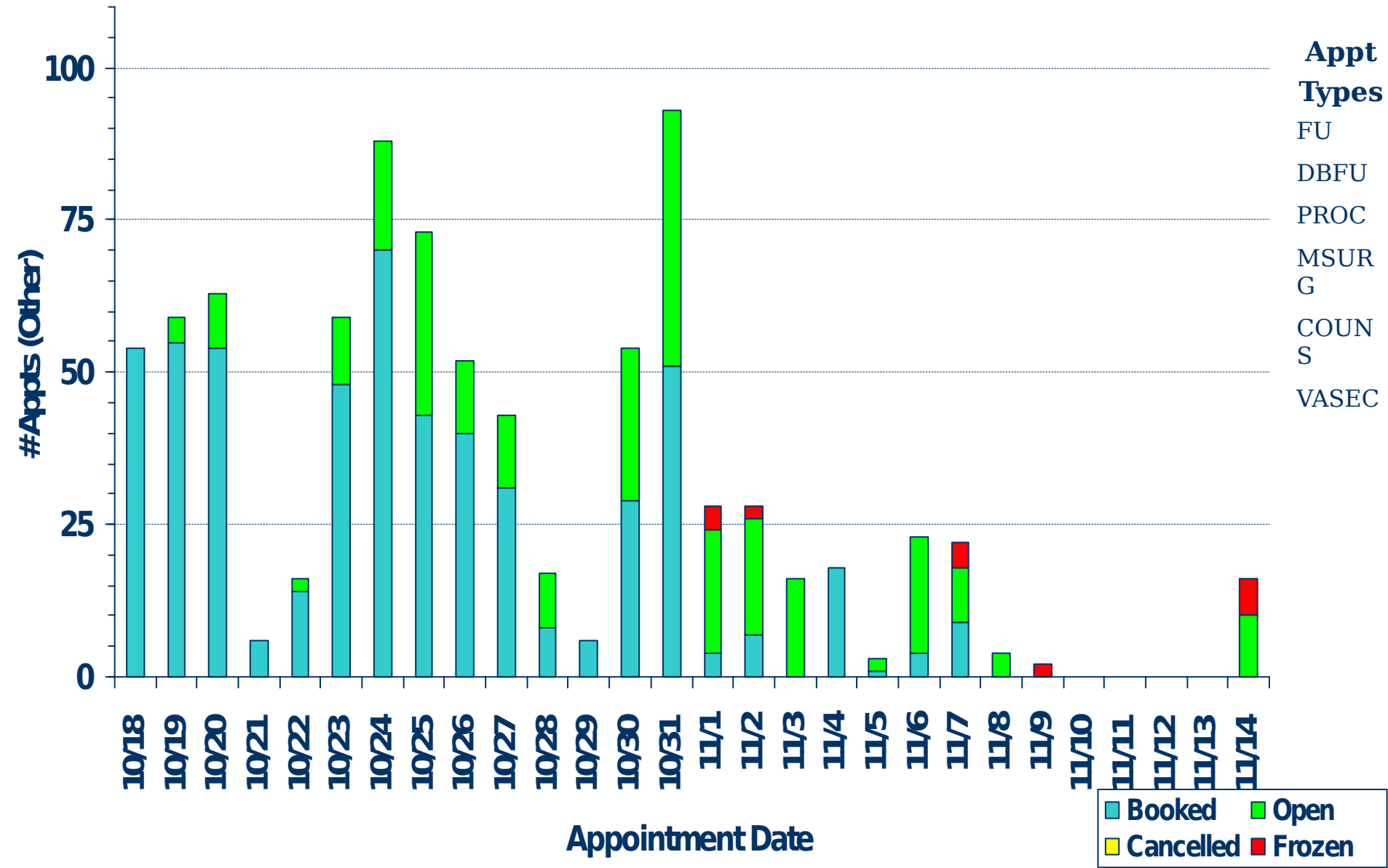
WB
PAP
FLEX
S
PE



Other Appointments (Next 4 Weeks)

Appt Types

FU
DBFU
PROC
MSUR
G
COUN
S
VASEC

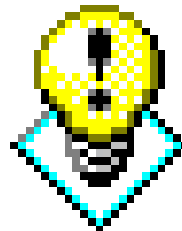


Appointment Audit Report

- Source: CHCS Appointment Audit File
- Frequency: Weekly Updates
- Focus: MCP(HCF) vs PAS
- Format: Snapshot , 1 Page per MTF
- Availability:
 - Centralized Processing (No MTF Tasking)
 - WWW Reporting
 - **<http://www.tricare.osd.mil/tools>**

Appointment Audit Report Example

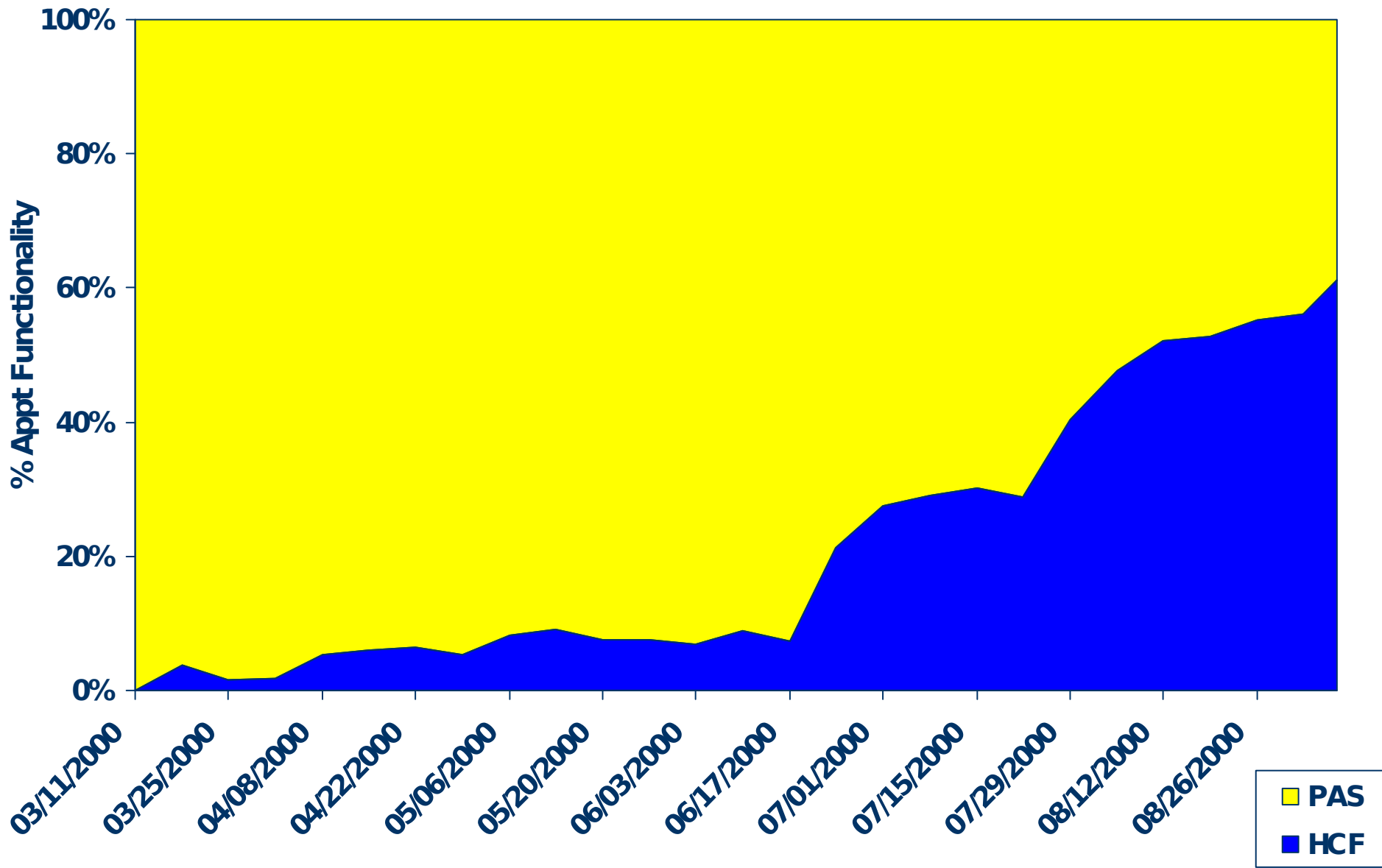
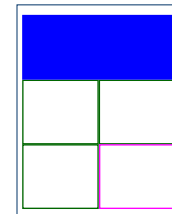
- NH Camp Pendleton
- Areas of Focus
 - Ready for Appointment Standardization?
 - Variation Among Types of Clinics



NH
Camp Pendleton

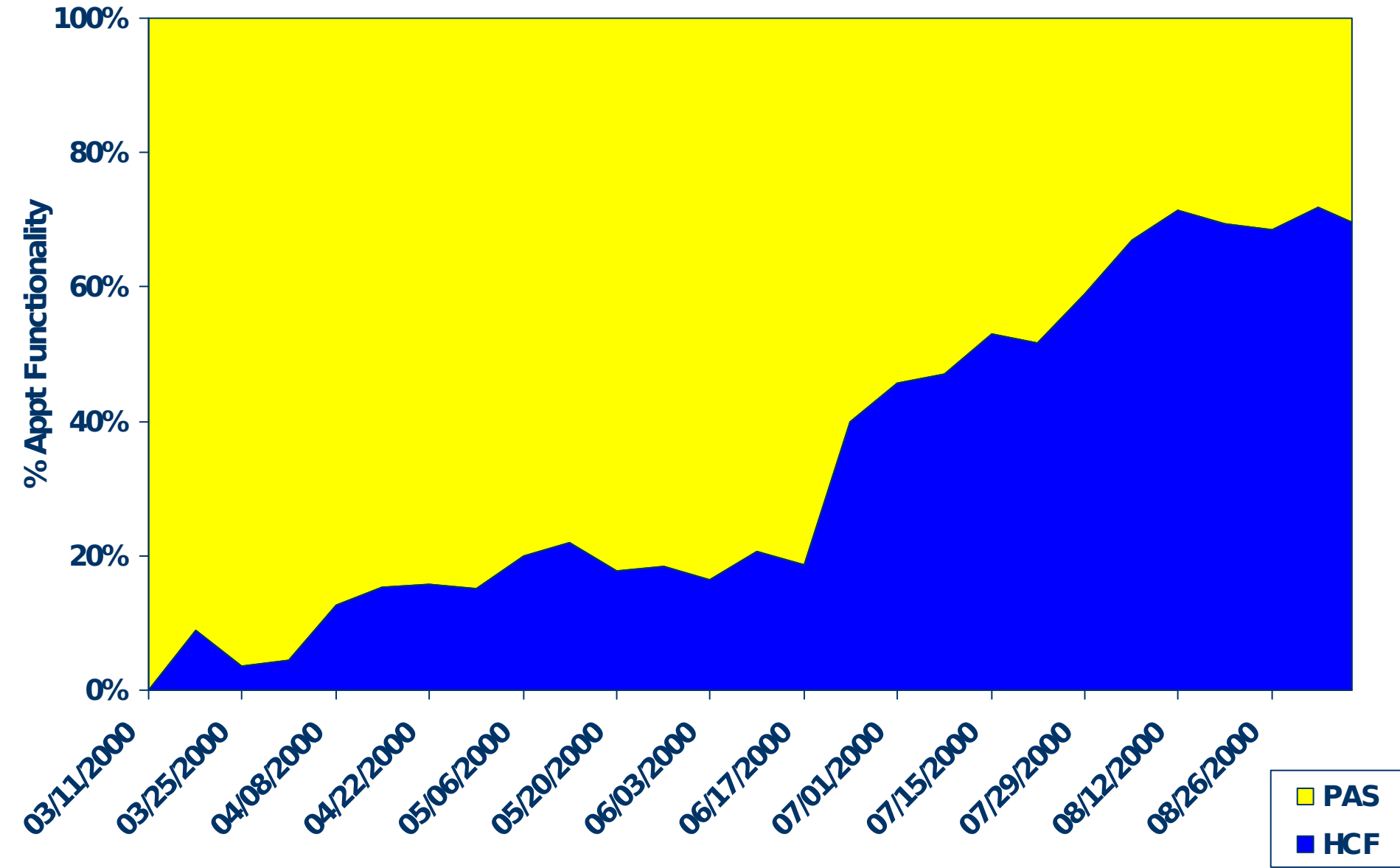
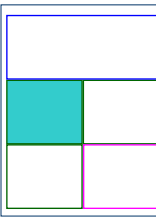
MCP (HCF) vs PAS

All Clinics



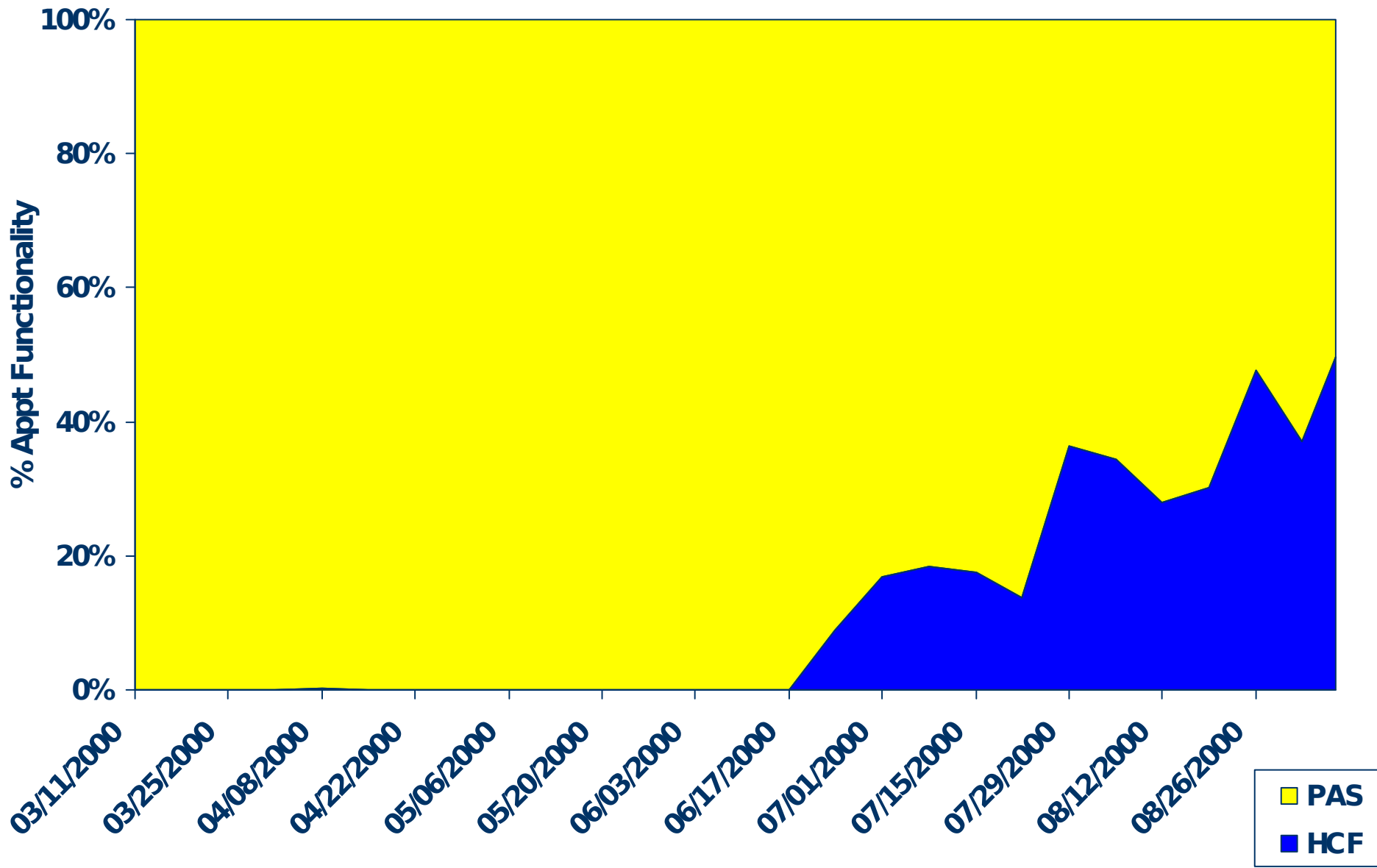
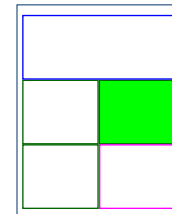
NH
Camp Pendleton

MCP (HCF) vs PAS Primary Care Clinics



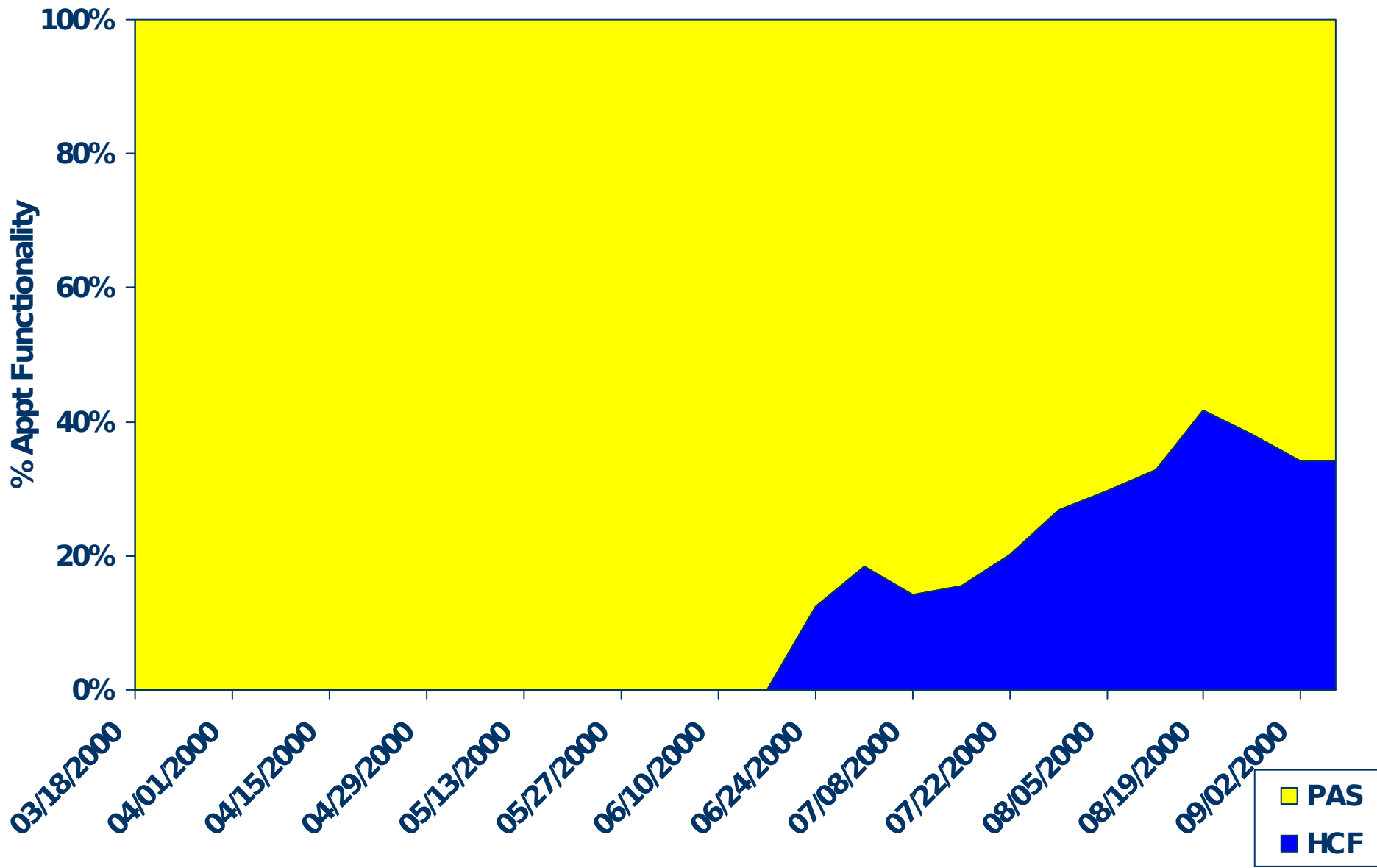
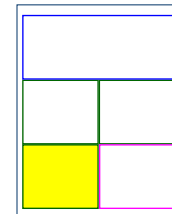
NH
Camp Pendleton

MCP (HCF) vs PAS Specialty Clinics (Medical)



NH
Camp Pendleton

MCP (HCF) vs PAS Specialty Clinics (Surgical)



NH
Camp Pendleton

MCP (HCF) vs PAS

OB/Gyn Clinics

